

STATEWIDE INFORMATION SYSTEMS POLICY

Statewide Policy: Aggressive Use of Information Technology

Product ID: POL-20080715b

Effective Date: July 17, 2008 (effective date for non-material change)

Approved: State of Montana Chief Information Officer

Replaces & Supersedes: This policy supercedes any prior enterprise policies for establishing and implementing information technology (IT) policies and standards.

I. Authorizations, Roles, & Responsibilities

Pursuant to the Montana Information Technology Act ("MITA") (Title 2, Chapter 17, Part 5 of the Montana Code Annotated ("MCA"), it is the policy of the state that information technology be used to improve the quality of life of Montana citizens, and that such improvement is to be realized by protecting individual privacy and the privacy of the information contained within the state's information technology systems. [§2-17-505\(1\), MCA](#). It is also the policy of the state that the development of information technology resources be conducted in an organized, deliberative, and cost-effective manner, which necessitates the development of statewide information technology policies, standards, procedures, and guidelines applicable to all state agencies and others using the state network. It is also anticipated that State information technology systems will be developed in cooperation with the federal government and local governments with the objective of providing seamless access to information and services to the greatest degree possible. [§2-17-505\(2\), MCA](#).

Department of Administration: Under MITA, the Department of Administration ("DOA") is responsible for carrying out the planning and program responsibilities for information technology for state government (except the national guard), including for establishing and enforcing a state strategic information technology plan and establishing and enforcing statewide information technology policies and standards. DOA is responsible for implementing MITA and all other laws for the use of information technology in state government. The director of DOA has appointed the chief information officer to assist in carrying out the department's information technology duties. [§2-17-512, MCA](#).

Department Heads: Each department head is responsible for ensuring an adequate level of security for all data within their department. [§2-15-114, MCA](#).

II. Policy - Requirements

A. Introduction

Article II of the Montana Constitution emphasizes the citizen's right of participation in state government and the right to know (right to examine documents...except in cases in which the demand of individual privacy clearly exceeds the merits of public disclosure). In support of these constitutional rights, the State of Montana will aggressively use information technology, as well as emerging technologies, in order to bring about efficient, effective, equal, and universal citizen access to information and state services.

The Information Technology Advisory Council (ITAC) advocated a proactive and aggressive attitude regarding the deployment and use of IT in the delivery of state services.

B. Information Technology Defined

Information technology refers to an enterprise's hardware, software, network, and telecommunication components which assist in bringing about:

- a responsive state government which meets the citizens access and service needs efficiently
- the management of data, one of the state's valuable assets

The State's information technology structure is complex and multi-faceted and has many components; such as:

- Communication Technology (WAN, LAN)
- IT Platforms (Mainframe, Mid-Tier, PC)
- IT Processing (Mainframe, Client/Server, Distributed)
- Database Technology & System Design (Relational Database Management Systems, Expert Systems, Text Storage and Retrieval Systems)
- Data Management (Image and Document Management Systems, Data Warehousing, Information Engineering)
- Interactive IT Technology (Internet/Intranet, Bulletin Board System , Kiosk, Interactive Voice Response, MetNet, Interactive Video)
- IT Best Practices (Electronic Commerce, Data Collection Systems, Business Process Reengineering, Multi-Media)

C. Aggressive Use of IT to Provide Citizen Access to Information and State Services

The goal of aggressively using IT to provide citizen access to information and state services will be realized through the state's anticipating and valuing the role

of information technology and through progressive, continuous, and appropriate information planning, information resource management, policy development, systems and infrastructure development, employee and user training, research, procurement, and partnering with third-party service providers. Progressive planning incorporates information technology for:

- identifying the citizens and stakeholders requests and need for information and state services
- identifying and eliminating the defined barriers to citizen access; such as, physical barriers, fiscal barriers (cost of access), government organizational barriers, IT infrastructure barriers, system incompatibility barriers, data and information accessibility barriers, and system design barriers
- addressing information security, information confidentiality, individual privacy issues, and reproduction of information
- bringing about cost-effective dissemination of services and information
- promoting research and deployment of emerging information technology which offers economical, prompt, convenient, and user-friendly citizen access to information state services

D. Responsibility for Meeting the Goal of Aggressively Using IT

State government administrative and political leadership are responsible for accomplishing the business mission and goals (one being citizens' access to state services and information) through effective and efficient use of state resources.

Information is a valuable state resource, and information technology is an intricate and proven "tool" for bringing about citizen access to information and state services. Therefore, enterprise administration and leadership must aggressively and enthusiastically embrace information technology and must be held accountable when barriers to citizen access to services and information persist.

E. References

1. Montana Constitution

Article II, Section 8: Right of participation. The public has the right to expect governmental agencies to afford such reasonable opportunity for citizen participation in the operation of the agencies prior to the final decision as may be provided by law (provision creating a right of the people to participate in the decision making process of state and local government).

Article II, Section 9: Right to know. No person shall be deprived of the right to examine documents or to observe the deliberations of all public bodies or agencies of state government and its subdivisions, except in cases in which the

demand of individual privacy clearly exceeds the merits of public disclosure (provision that government documents and operations be open to public scrutiny except when the right to know is outweighed by the right to individual privacy).

2-6-102 MCA

2-6-110 MCA

18-4-126 MCA

[MOM 3-0130 Discipline](#)

2. Disclaimer

The Information Technology Services Division reserves the right to modify this policy at any time.

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F. Change Control and Exceptions

Policy changes or exceptions are governed by the Procedure for Establishing and Implementing Statewide Information Technology Policies and Standards. Requests for a review or change to this policy are made by submitting an [Action Request](#) form. Requests for exceptions are made by submitting an [Exception Request](#) form. Changes to policies and standards will be prioritized and acted upon based on impact and need.

III. Close

For questions or comments about this instrument, contact the Information Technology Services Division at [ITSD Service Desk](#), or:

Chief Information Officer
PO Box 200113
Helena, MT 59620-0113
(406) 444-2700
FAX: (406) 444-2701

IV. Cross-Reference Guide

A. State/Federal Laws

- [2-17-505\(1\)](#) – Policy
- [2-17-514\(1\)](#) – Enforcement
- [§2-17-505\(2\), MCA](#)
- [§2-17-512, MCA](#)
- [§2-15-114, MCA](#)
- 2-6-102 MCA
- 2-6-110 MCA
- 18-4-126 MCA

B. State Policies (IT Policies, MOM Policies, ARM Policies)

- [2-15-112, MCA](#)
- [ARM 2.13.101 - 2.13.107](#) - Regulation of Communication Facilities
- [MOM 3-0130 Discipline](#)
- [ARM 2.12.206](#) Establishing Policies, Standards, Procedures and Guidelines.

C. IT Procedures or Guidelines Supporting this Policy

- [Policy: Establishing and Implementing Statewide Information Technology Policies and Standards](#)
- [Procedure: Establishing and Implementing Statewide Information Technology Policies and Standards](#)

V. Administrative Use

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Scheduled Review Date:	July 1, 2013
Last Review/Revision:	Reviewed July 11, 2008. Non-material changes are necessary.
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